

# 1-800-BetsOff Help Line

## Monthly Activity Report

**January 2016**

<u>Activity</u>	<u>#</u>	<u>Ave length</u>
Hotline Calls	646	1 min
Live Chat	3	3 min

<u>Time of Day:</u>	<u>Hotline</u>		<u>Live Chat</u>	
Midnight - 8 a.m.	84	13%	0	0%
8 a.m. - Noon	183	28%	0	0%
Noon - 4 p.m.	164	25%	1	33%
4 p.m. - 8 p.m.	121	19%	1	33%
8 p.m. - Midnight	94	15%	1	33%

<u>Day of Week</u>	<u>Hotline</u>		<u>Live Chat</u>	
Monday	75	12%	0	0%
Tuesday	64	10%	0	0%
Wednesday	115	18%	1	33%
Thursday	114	18%	1	33%
Friday	76	12%	1	33%
Saturday	89	14%	0	0%
Sunday	113	17%	0	0%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
	Hotline							
Casino banning	45	7%	17	3%	28	4%	1	33%
Gambler's Anonymous info	18	3%	13	2%	5	1%	1	33%
Need local # for treatment center	2	0%	2	0%	0	0%	0	0%
Other gambling related issue/?	3	0%	2	0%	1	0%	0	0%
Request for BETS OFF info pack	0	0%	0	0%	0	0%	0	0%
Request for gambling ed materials	2	0%	0	0%	2	0%	0	0%
Treatment inquiry for self	41	6%	27	4%	14	2%	1	33%
Treatment inquiry for other	16	2%	9	1%	7	1%	0	0%
<b>*Sub-Total</b>	<b>127</b>	<b>20%</b>	<b>70</b>	<b>11%</b>	<b>57</b>	<b>9%</b>	<b>3</b>	<b>100%</b>
Information about line	4	1%	2	0%	2	0%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	97	15%	53	8%	44	7%	0	0%
Lottery issue/question	202	31%	182	28%	20	3%	0	0%
Other (wrong #, hang up, prank, etc.)	216	33%	180	28%	36	6%	0	0%
<b>Sub-Total</b>	<b>519</b>	<b>80%</b>	<b>417</b>	<b>65%</b>	<b>102</b>	<b>16%</b>	<b>0</b>	<b>0%</b>
<b>GRAND TOTAL</b>	<b>646</b>	<b>100%</b>	<b>487</b>	<b>75%</b>	<b>159</b>	<b>25%</b>	<b>3</b>	<b>100%</b>

Call Outcomes	Total		Iowa		Out of State and Unknown			
	Hotline						Live Chat	
Instructed to contact casino	93	14%	50	12%	43	11%	0	0%
Provided gambling assistance/counseling	22	3%	15	4%	7	2%	2	67%
Referred to IDPH/Website	0	0%	0	0%	0	0%	0	0%
Referred to Lottery	191	30%	173	42%	18	4%	0	0%
Referred to national #/out of state source	56	9%	1	0%	55	13%	0	0%
Referred to treatment provider	35	5%	35	9%	0	0%	0	0%
Request sent/referral to ISAIC	2	0%	2	0%	0	0%	0	0%
Supplied requested info	9	1%	4	1%	5	1%	0	0%
Sub Total	408	63%	280	43%	128	20%	2	67%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	238	37%	200	31%	38	6%	1	33%
Sub Total	238	37%	200	31%	38	6%	1	33%
GRAND TOTAL	646	100%	480	74%	166	26%	3	100%

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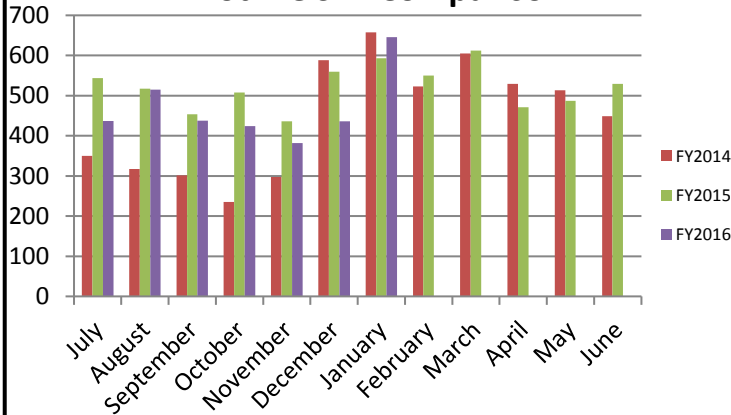
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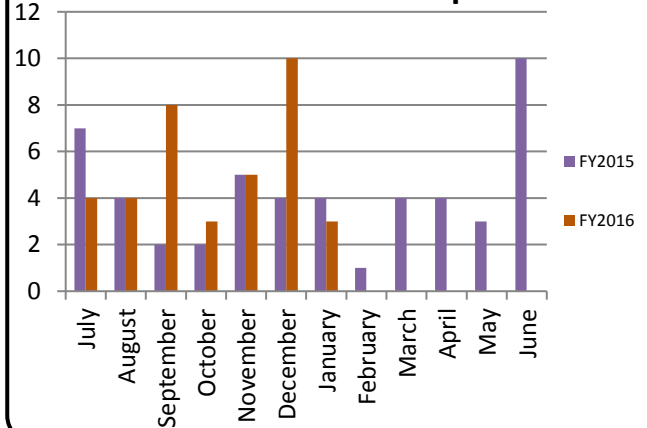
### Agency detailed information

	Total Referrals			Warm Hand Off		
	Hot Line #	Live Chat #	Total	Attempted	Success	%
ADDS of Southeast Iowa	8	0	8	8	8	100%
Pathways	0	0	0	0	0	0%
Prelude	9	0	9	9	8	89%
Problem Gambling Recovery Services	0	0	0	0	0	0%
Community & Family Resources	1	0	1	1	0	0%
Family Services	2	0	2	2	2	100%
Jackson Recovery Center	5	0	5	5	4	80%
Compass Pointe	1	0	1	1	1	100%
Substance Abuse Services	6	0	6	6	6	100%
Prairie Ridge Treatment Center	3	0	3	3	2	67%
<b>TOTAL</b>	<b>35</b>	<b>0</b>	<b>35</b>	<b>35</b>	<b>31</b>	<b>89%</b>

**Hotline SFY Comparison**



**Live Chat SFY Comparison**



### Where did you hear about hotline

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Not applicable	0	0	0	0	0	92	185						277
Billboard	0	0	0	0	0	6	9						15
Casino	0	0	0	0	0	152	139						291
Lottery	0	0	0	0	0	33	161						194
Radio	0	0	0	0	0	5	4						9
Refused to	0	0	0	0	0	3	4						7
TV	0	0	0	0	0	6	3						9
Website - Bets Off	0	0	0	0	0	37	9						46
Website - Other	0	0	0	0	0	6	2						8
Other	0	0	0	0	0	15	49						64

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